

DEPARTMENT OF SOCIAL SERVICES

744 P Street
Sacramento, CA 95814



URGENT SB 2030 NEWS

**TO: COUNTY CHILD WELFARE SERVICES DIRECTORS
SB 2030 COUNTY CONTACTS**

**SUBJECT: CORE WORKLOAD STUDY FOCUS GROUPS –
Action required by November 12, 1999.**

**FROM: DOUGLAS D. PARK, Chief
Financial Planning Branch
SB 2030 Project Manager**

The next stage of the SB 2030 – Child Welfare Services Workload Study will be a series of focus groups that will review and evaluate data from the time study phase. This letter is to provide you information on the subjects, dates, locations and times for the Core Workload Study focus groups.

All counties are being asked to participate in focus groups on the Core Workload Study, to be held the week of November 29th in Northern and Southern California.

Northern California Location: Radisson Hotel
Sacramento, California

Southern California Location: Wyndham Hotel – LAX
Los Angeles, California

The same focus groups will be held twice in each location, for a total of four sessions per subject. This format was chosen to provide the maximum county participation possible. With each session accommodating 25 participants, up to 100 staff will be able to provide input on each subject.

Each day begins with Registration and Overview prior to the first focus group of the day. Each focus group will last approximately 2 ½ hours. The subjects to be covered include:

- Prevention, Community Based Collaboration
- Emergency Response, Dependency Investigation
- Family Reunification
- Family Maintenance
- Permanent Placement and Adoptions
- Out of Home Care, Child Care and Licensing
- Child Care, and Other Issues

The groups will each estimate, for the major units of service in their work area, the frequency which tasks occur each month and the time needed for their monthly completion, under current circumstances, and the frequency and time it should take under conditions designed to maximize positive outcomes. In addition to the frequency and time differences, they will also document what should be done differently. The total task times for each unit of service will be added together to calculate the total time per unit of service. Frequency and times for units of service and/or tasks which the groups believe need no change will not be estimated.

A modified Delphi Technique will be used—individuals in the group will arrive at their own estimates, then they will be made aware of others estimates and allowed to change their estimates. Finally a group consensus will be obtained.

Participants selected by your county must have knowledge and in-depth experience in the subject area. They should be familiar with what is going on in the field, and they should be familiar with best social work practice concepts for their area of work. Participants should represent direct case carrying, supervisory, and administrative functions. Participants should also be willing to be a member of a team working to reach a group consensus, be cooperative and be as accurate as possible regardless of the results.

As with previous focus groups, you should concur in the selection of your representatives with the labor organizations in your county.

CDSS has contracted with the Business Services Group of the California State University, Sacramento to manage the logistics for this phase of the study. The locations were chosen on the basis of availability, access, cost and services. In addition to the conference rooms available for the focus groups, each location will be providing:

- Hotel rooms at the state rate for participants staying overnight.
- Transportation to and from the airport at reasonable or no cost.
- Continental breakfast, buffet lunch and afternoon break services will be included.
- Registration for the participants, including the mailing of confirmation letters, agenda, hotel and map.
- Provide conference supplies, including flip charts and name tags.
- Independent facilitators for the focus groups.
- Central, toll-free “hot line” for registration and questions regarding the facilities.

Participants must make their own travel arrangements, including hotel, airline reservations, and ground transportation.

As stated above, enrollment in the focus groups is limited to 25 participants per session. Attached is a table showing the location and the number of participant “slots” for each county. Each slot represents a seat at one session for each focus group subject. More than one person may use each “slot” allocated to a county. For example, one person may attend the focus groups on two subjects and another staff member may attend the sessions for other subjects. Please limit the number of substitutions to four

individuals per slot. If a county wishes to send more than the suggested number, additional participants will be accommodated on a space available basis. Also, if you do not plan to use some or all of your slots, please inform us as soon as possible so that we may allow other counties to use the available space.

Registration deadline, including hotel reservations, is November 12, 1999. Please call the CSUS Business Services Group at (916) 278-4825 or (800) 858-7743 to register. All registrations should be submitted through your county SB 2030 coordinator.

Please contact me, at (916) 657-3439 or George Felines at (916) 654-1428, if you have any questions.

Attachments

c. CWDA